



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: **Baggenstoss et al.**)
Serial No.: **10/733,137**) Art Unit: **2614**
Filing Date: **December 11, 2003**) Examiner: **Al Aubaidi, Rasha S**
Title: **Managing the Selection of**) Confirmation No.: **8268**
Performance Interventions in a)
Contact Center) Docket No.: **07117.105017**

TRANSMITTAL

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

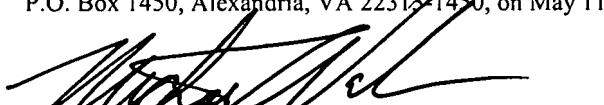
Transmitted herewith are papers in the above-identified application.

- Amendment and Response.
- Applicant(s) claim small entity status. See 37 C.F.R. § 1.27.
- One-month extension of time.
- The additional fee is calculated as shown below:

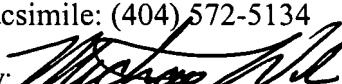
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE	RATE	ADDITIONAL FEE
TOTAL	48	MINUS	45=	3	x25	\$75	x50	\$
INDEP.	7	MINUS	6=	1	x100	\$100	x200	\$
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$
					TOTAL ADDITIONAL FEE	\$175		\$

- Form PTO-2038 is enclosed, authorizing the charge of \$235 (\$60 for extension of time; \$175 additional claims).
- The Commissioner is hereby authorized to charge the additional claims fee and any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.


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By: 
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